System State Reports

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The System State Report feature enables easy capture and export of system state data for the Cisco StadiumVision Mobile Reporter server. This information can be sent to a remote support engineer to help troubleshoot any issues that may occur with the system.

This module includes the following topics:

Information About System State Reports

Figure 1 shows the System State Report screen.

Figure 1   ***System State Report Screen***

Table 1 describes the options provided on the System State Report screen.

Table 1   ***System State Report Screen Description***

Category	Description
Report Destination	Allows you to choose whether you want to download the report or view it in your browser window. If you check **Download report**, your browser will download the resulting report when the system state report is ready. You can save this file on your computer, view its contents, and mail it to support personnel. If you check **View in browser**, the resulting report is available for immediate viewing online via the link provided.
Level	Selects the level of detail you want in the report. • **Basic First Level**: Provides detailed information of the system state, including information on configuration and current performance of the hardware, the operating system, the database, the Java VM, and the SV application. • **Java Heap Dump**: Displays a report indicating the internal activities of the selected Java Virtual Machine (JVM). Before running the report, you will see a selection screen showing the process ID, the name of the JVM, and its command line. Select one of the JVMs that you wish to get the head dump for, then click **Get Heap Dump**. The heap dump report will generate. Exercise care in taking a heap dump, because while this is running, it can affect system performance. • **Full SVM Logs**: Displays a list of system log files available for retrieving from the server and copying to your local drive or sending to Cisco Support. If you select **View in Browser**, then you can view the logs online as well. • **Export Raw Data**: Provides a mechanism to export the raw data from the Cisco StadiumVision Mobile Reporter.
Previous Reports	Lists up to 15 of the most recent exports of the system state reports that were collected. The reports may have been collected from someone accessing this request page, or from a system scheduled task. You can select one of the links to download to your local drive to view or email to Cisco support.

How to Run a System State Report

This section includes the following tasks:

- Running a System State Report, page 81
- Viewing the Contents of the Zip File, page 82
- Exporting Raw Data From Cisco StadiumVision Mobile Reporter, page 82

Running a System State Report

You can run a System State Report when logged into Cisco StadiumVision Mobile Reporter, or from a browser when the reporter GUI is not available.

Using the Cisco StadiumVision Mobile Reporter GUI to Run a System State Report

To use the GUI to run a System State Report, complete the following steps:

Step 1 Log into Cisco StadiumVision Mobile Reporter as admin.

Step 2 From the System Tools menu, click **System State Report**.

Step 3 Under Report Destination, select one or both types, **Download report** and/or **View in browser**.

Step 4 Under Level, select the type of report that you want to run.

Step 5 Click **Get System State**.

A status bar is displayed while the report is generating.

Running a System State Report When the Cisco StadiumVision Mobile Reporter GUI is Not Available

To run a System State Report when the GUI is not available, complete the following steps:

Step 1 Log into the TUI as installer.

Step 2 From the TUI, shut down the reporter by going to **Services Control** > **StadiumVision Mobile Reporter Services**.

Step 3 Click **Stop Service**.

Step 4 Exit the TUI.

Step 5 From your browser, navigate to the system state report directly with the following URL, where *reporter-ip-address* is replaced with the IP address of your server:

https://*reporter-ip-address***/cgi-bin/snap.cgi**

Viewing the Contents of the Zip File

After the extract report runs, a resulting page will display **Report is ready**. If you selected **View in browser**, a link will appear to view the report in the browser. Depending on your browser and its settings, if you selected **Download Report**, you may get a dialog box to save the report on your local machine. If so, save it as desired.

If the automatic download does not work, you can click on the link after the word **Download** to again download the file. This is a compressed file containing multiple parts to the report. The file has the extension .zip, indicating a compressed folder. The heap dump is a compressed report file which you can save to your local drive and forward to support personnel for troubleshooting, packaged just the same way that the Basic Level report is.

Once you have downloaded the report file to your PC, you will have a .zip file. You can email it to Cisco support as is.

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Note The format of the file name is the date and time that the report was run.

To view the contents of this file, complete the following steps:

Step 1 Double-click on the file to open the .zip file archive manager.

The contents of this file depends on the file compression software program installed on your PC. For example purposes, these instructions will assume you have WinZip on a PC.

Step 2 Click **Extract** and extract ALL the contents of the archive to a new directory on your local drive.

Step 3 Using Windows Explorer, navigate to the extracted directory you just created. In the resulting folder is a file named **index.html**. Double-click that file and it will open in your internet browser.

Step 4 You can now review the rest of the report by clicking on links available from this page.

Step 5 In the case of the heap dump and log file reports, there is no **index.html**. Simply navigate down the levels of folders until you see the log files of interest.

Exporting Raw Data From Cisco StadiumVision Mobile Reporter

To export raw data, complete the following steps:

Step 1 From the System State Report screen, select **Export Raw Data**.

Step 2 Click **Get System State**.

Step 3 In the **Start Date** and **End Date** fields on the Raw Data Export screen, type the date and time range for the period from which you want data, as shown in Figure 2.

The default value is based on the last event times in the event schedule.

Figure 2   Cisco StadiumVision Mobile Reporter Raw Data Export Dialog

Step 4   Under **Collections**, select one or more of the checkboxes to specify where you want to get the data from:

- **Client**—Data from mobile clients using the Cisco StadiumVision Mobile SDK.

- **PI**—Data from Cisco Prime Infrastructure (if using the Cisco StadiumVision Mobile-PI integration capability).

- **Streamer**—Data sent from the Cisco StadiumVision Mobile Streamer to the Cisco StadiumVision Mobile Reporter.

Step 5   (Client data only) Under **Clients sub-criteria**, specify additional options to further refine the data that is returned.

You can select either a specific client MAC address, or a device UUID or a session UUID. This data might be known to you from studying the report 'J: Client Sessions'. You can only specify one type of sub-criteria, and only one specific mac address or UUID.

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Note   For PI and Streamer data collections, **All in time range** is automatically selected and is all that applies.

Step 6   Click **Get raw data**.

The report generates as a .csv file inside of a .zip archive file.